(b) whether at the instance of telecom department CBI had conducted an elaborate investigation into this racket; and

(c) if so, a summary of the findings of the CBI?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (DR. SHAKEEL AHMAD): (a) No, Sir. No case of illegal telephone exchange operating in South India have been reported so far, where connivance of private telecom operator have been established, however, 109 illegal Grey Market Telephone Setups have been found diverting international calls as local calls by Vigilance Cells of DoT in different States of Southern India namely, Tamil Nadu, Kerala, Chennai, Karnataka and Andhra Pradesh. The year-wise break up of the case found in South India are as follows: —

1998	—	01
1999	—	0
2000	—	12
2001	—	15
2002	—	13
2003	—	07
2004	—	11
2005	—	50

(b) and (c) Yes, Sir. Vigilance Telecom Monitoring Cells of DOT, at Hyderabad and Chennai, recently, along with CBI have conducted investigations and detected 21 such grey market setup in the southern region and have jointly conducted raids to curb these setups. 7 persons have been arrested in these cases. All the equipment used in these setups have been seized by the CBI and cases have been registered against the offenders. Further investigations is in progress in all these cases.

Improvement of Speed Post Service

3750. SHRI SANJAY RAUT: Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether Government are considering to revamp/modernize the postal services in the country by making it people friendly;

(b) if so, the details thereof;

(c) whether it is a fact that due to failure in efficiency of Postal Department's Speed Post Services, private courier agencies are gaining day-by-day; and

(d) if so, what steps are taken or proposed to be taken for the improvement of Speed Post Services and make it people friendly?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (DR. SHAKEEL AHMAD): (a) and (b) Yes, Sir. Government has taken various steps and initiatives as part of an ongoing process to revamp/modernize the postal services in the country by making it people friendly.

Considering computerization to be a vital tool for the process, efforts are being made to computerize operations relating to booking, sorting and transmission of mails, Saving Bank and Postal Life Insurance. Initiatives are being taken to improve ergonomics and ambience of Post Offices, Railway Mail Offices, Speed Post Centres and other offices.

To give focussed attention to the customer and speedy redressal of public grievances, computerized Customer Care Centre are being established in major cities and towns with inter connectivity through a specially designed software. Government is making efforts to implement its Citizens Charter in more and more post offices.

(c) No, Sir. In fact Speed Post is getting more popular as is evident from sustained growth of traffic and revenue over the years. Traffic and revenue figures of Speed Post for last three years are given in the table below:—

(Rs. in Crores)

Year	Traffic (in lakhs)	Revenue
2001-02	527.97	196.53
2002-03	634.07	243.01
2003-04	826.00	298.35

(d) A number of value additions, like door to door delivery, free pick up, volume based discount, customized packages etc. are provided with Speed Post from time to time to make it more people friendly. Internet based track and trace facility has been provided in all National Speed Post Centres.

Efforts are being made to extend tracking facility for State Speed Post Centres and other Speed Post booking/delivery offices also. Web based customer grievance handling system is put in place in major cities and towns.

Demand of WLL/Garuda and Dolphin Mobile Phones

3751. SHRI SANJAY RAUT: Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether it is a fact that WLL/Garuda and Dolphin Mobile Phones are not supplied to the consumers in time by the officers of MTNL/BSNL in spite of heavy demand from the people;

(b) whether it is also a fact that due to delay in supply, many of the consumers are going to other private cellular companies; and

(c) if so, the details of the steps taken or proposed to be taken to speed up the supply?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (DR. SHAKEEL AHMAD): (a) Sir, Garuda and Dolphin connections, the WLL and GSM post paid connections of MTNL are available on demand and there is no waiting list for both units in MTNL.

(b) In the present Telecom scenario, the consumers are shifting from one operator to another because of options available and suiting to individual requirement.

(c) The following measures are taken to provide connections on the same day:

(i) Use of pre activated handsets in Garuda.

(ii) Enough capacity is available in Dolphin/Garuda network to meet the demand.

(iii) Booking in Sanchar Haat/Call Centre.

(iv) Provision of new subscribers through Billing and Customer Care Service (B & CCS) in case of GSM to cut down delays.